Advisory Committee Meeting
Minutes
October 28, 2009

In attendance
Frank Bruno, Colleen Carney, Drusilla Carter, Faith Line, Ray McBride, Sarah McMaster, Catherine Morgan, Kristen Simensen, Laura Sponhour, Wlodek Zaryczny

I. **Approval of minutes**
   a. Roman Numeral III, Section d, i—Remove Chesterfield from the list of libraries that were on a T1. In addition, Dorchester was upgraded from a 3 meg to a 10 meg, not a T1 to a 10 meg.
   b. Roman Number Four, Section a, iii--Change FY09 to FY10.
   c. Ray motioned to accept the minutes as amended. Drusilla seconded. Unanimously approved.

II. **Migration Status**
   Although the Wave 2 migration was smoother than Wave 1 overall, there have been several concerns:
   a. Server stability—The system has been going down more often since the Wave 2 libraries went live. There is concern about the robustness of the server, especially given the number of new bibs and patrons that will be coming on in December.
   b. Test Data—For several reasons, the libraries did not get a good look at their test data before go live. In fact, Calhoun, Chesterfield, and Dorchester never had a test environment and went straight into production. Even then, the data was available only a few days before go live. Florence and Fairfield will delay go live if they cannot examine test data well ahead of time.
   c. Communication issue—York was unhappy with the level of service from John Craig. And there was also a communications breakdown between John Craig and Equinox. For example, York specified to Equinox that the default patron PIN was supposed to be the patron barcode. John made it the birth date, which caused a lot of trouble on go live and the days after. There was a question about who was responsible for mapping and inputting circulation policy information. In addition, history bills that were already paid items translated as current blocks, which has been difficult for the staff to deal with.
   d. Colleen had two suggestions for libraries going live in the future:
      i. Keep the current ILS at least 6 months after go live for running reports and verifying migrated information.
      ii. Close the library the day of go live and the day after, which will give the staff time to test in a production environment to find and fix glaring circulation problems.
   e. The following steps were suggested to address the concerns above and other issues:
      i. Directors who do not already have access to the SC LENDS help desk will be given access so that they are alerted when someone from their library posts an issue.
      ii. The Advisory Committee wants a face-to-face meeting with Brad LaJeunesse, president of Equinox, to discuss the concerns above. They are willing to travel to

Atlanta. Faith, Ray, Catherine and Laura will meet with Bob Molyneux at SCLA to start the discussion.

    iii. Because Dorchester paid for a test extraction that they were never able to review, they want the cost of the test extraction deducted from Dorchester's transaction migration cost. Frank will send the amount spent on the test extraction to Laura.

    iv. Anderson had trouble accessing the training server at State Library. Dorchester, York, and Calhoun were able to get in, and Catherine was unaware of any problems. Further issues with the test server need to be reported to the SC LENDS help desk.

III.   Governance

    a. Laura will have copies of the Library System Code of Ethics form available at the next Advisory Committee meeting, which the directors will sign. The State Library will keep those on file. The directors will have their staff members sign the Individual Code of Ethics and keep those on file at their libraries.

IV.   Courier system

    a. SC LENDS is working, which means that the demands the consortium is placing on Interagency Mail are increasing. Some of the libraries have run into problems with their IMS drivers. Dorchester's driver said he wouldn't pick up if the books weren't boxed, which is different from the requirements we've had for ILL books. Union's driver did not pick up a delivery for three days, although he picked up other items to go out. Laura will meet with the IMS director to get answers to several questions from the Advisory Committee including:

        i. What are the standards for boxing/bagging books?

        ii. What volume is required to get five day a week service?

        iii. What volume do we need to get multiple drop-off sites within a county?

        iv. What are we going to do about drop off places as the volume increases?

    b. Laura will also research how PINES manages its courier service.

    c. Another idea that was put forth to make labeling easier is to get stamps for every library in the consortium. This idea will be reexamined once we get a clear picture of the courier work flow.

V.   Cataloging Policy

    a. The Advisory Committee revisited the initial policy proposed by the Cataloging Working Group. Ray motioned that the policy be adopted subject to revisions as needed. Wlodek seconded. The motion passed unanimously.

Some questions for further discussion:

        i. The original policy does not permit 9xx tags. What is the reason behind that? Has the thinking changed since the three-day cataloging training?

        ii. We are definitely seeing duplicate records, and the problem is becoming more noticeable as more libraries go live. This problem needs to be approached systematically, and a methodology needs to be developed. The Advisory Committee wants to meet with the Cataloging Working Group as soon after the 3rd go live as possible to start work. Laura will set something up for early January.

iii. In the meantime, SC LENDS catalogers can delete local stub records or order records.

iv. There is also an option for grouping records in a search so that the duplicate records are less confusing to patrons. The Advanced Search option in the catalog allows users to group formats and editions. Can this be set as a default? Can the preference be set at a system level?

v. One question that the joint Advisory Committee/Cataloging Working Group wants to address is how to handle batch loads. How do you set up the batch load to match points so that you aren't overwriting a good record with an inferior one? Try putting a message out to the open-ils list to see how this is handled. Is this a development issue?

vi. Are there any cataloging students at USC that could use an internship in January?

vii. Wlodek has concerns from his cataloger staff which he will forward to the advisory committee.

VI. System Administration

a. Report on bandwidth

i. Sarah reports that Fairfield got its 10 meg line and the pings are running about 10 times faster.

ii. Union's line was cut Friday, and they lost all connection. Their final pipe should be laid today and they should be up soon, however.

iii. Calhoun is now on a 3 meg line. They are applying for a 10 meg line for the new building that will open in the spring.

iv. The issue now is the connection between the branches and the headquarters. Many branches with 30 or more computers have just T1 lines. Florence is trying bonded T1s. We will evaluate how well that works once Florence goes live. If it works well, then we will pursue bonded T1s for all connections between library branches and headquarters.

v. Colleen asked about the statewide wifi cloud. Catherine said that it's a political issue and not going anywhere. If a library wants a wifi cloud, it needs to pursue it outside of a statewide initiative. Ray pointed out that wifi puts additional stress on the library network. It does free up OPACs but puts strain on bandwidth.

vi. The libraries also want to do more with bandwidth management, dedicating some bandwidth to circulation, for example.

vii. Catherine is putting together a picture of computer access and set up within public libraries across the state.

viii. Virginia has a program that allows their public libraries and schools to see how they are using bandwidth across the state. The State Library is working on getting that kind of program set up here. It will allow us to verify how much bandwidth the libraries are allotted.

b. **System Administrator search update**

i. Catherine presented systems administrator job description, and the committee recommended updates. Catherine will revise and send back out to Advisory Committee.

ii. The committee made it clear that the system admin hired is not going to be the network person.

iii. LSTA will pay for the first two years of this person. The person will be a state employee as long as the position is LSTA funded and will fall under the state probationary period of one year.

iv. Libraries said they would be willing to pay mileage for SA to come visit their libraries to solve problems.

v. Ray, Drusilla, and Catherine and/or David will be on the search committee.

VII. **SC LENDS policy questions**

Several policy questions have arisen since the Wave 2 libraries went live.

a. The ten-item limit on holds is a problem for ILL staff because they often need to put more things than that on hold. The number of allowable holds is set by user profile. Therefore, we will create an ILL staff type for the consortium that has unlimited holds, and the libraries can decide who to assign to that user group.

b. Q1) A member library's patron comes to an SC LENDS library that is not his or her home system and attempts to check out material. Staff determines the library card is inactive or barred; however, the patron wants to update the card and resolve any issues. Should that be done at any SC LENDS library?

Q2) If a member library's patron has an account balance (either blocking or not blocking them from checking out material), can any SC LENDS library accept payment?

i. A) SC LENDS libraries will not collect fines and fees from patrons of other SC LENDS libraries. Patrons must settle accounts and update their information with their home libraries. A library can determine whether to allow patrons who have a fine block with their home library to check out books or use the computer.

c. Q3) If a patron returns material borrowed from member library that is damaged (not enough to warrant paying replacement cost), how is that handled?

i. SC LENDS libraries will collect money for lost or damaged items wherever the item is turned in. However, money collected will not be transferred back to the lending library because it is believed that the amount of accounting involved would more than offset the lost or damaged fee. This policy will be re-examined periodically to make sure that is the case.

d. The Advisory Committee reiterated that as long as non-resident patrons pay an out-of-county fee, they can borrow from SC LENDS. Some libraries have a policy that states if people live, work, or go to school in a county, they can have a library card. These people can also check out from SC LENDS.

e. How will we handle loaning materials that require a deposit across library systems?

i. Three systems require deposits for certain items. Those items will be flagged as reference so that they will not be holdable. They can still be checked out locally with an override.

f. If a patron moves from one SC LENDS county to another, can they keep their same card? What if the person is blocked from their previous library? Is the library in their new county required to offer them a card?

i. Patrons who move from one SC LENDS county to another SC LENDS county need to get a new card from their county of residence. Patrons who are banned or

blocked by one SC LENDS library system will be denied a card in the new county until they have settled accounts with their old library system.

g. Front-desk staff would find it helpful to have the policies put into a series of scenarios that would give them concrete examples of how to put the policies into practice.

VIII. Trust Fund Update

Sen. Leatherman has been out of the country on an economic development mission. Ray will contact him when he returns.

Next Meeting

November 20, 2009, following the APLA meeting. State Library, Room 301.